

In the Claims

Claims 1-97. (Cancelled).

Claim 98. (Currently Amended) A collaborative real estate management system ~~with features for exchanging information among tenants, staff and an individual associated with management of a building a building manager, and task management relating to the operation of a building, said exchange of information being limited to said tenants, staff, and building manager of said building,~~ the system comprising:

~~data input and output devices accessible to the tenants, staff, and the building manager;~~

a computer system ~~connecting said~~ in communication with data input and output devices accessible by said tenants and said individual associated with management of said building;

said computer system including one or more processors networked together and programmed to process data relating to management of said building;

said one or more processors being further programmed i) to receive a communication relating to management of said building from a device associated with at least one of said tenants, ~~staff and building manager,~~ said communication including data indicating an instruction being associated with a task performed by said individual, said individual being associated with a front desk of said building, a front gate of said building, or a combination thereof, ii) to associate said instruction with said at least one

of said tenants using an identifier, iii) to store said instruction and said identifier on said computer system, and iv) to enable said individual to search said computer system to obtain said instruction using a computing device associated with said individual,  
~~a target recipient among another of said tenants, staff and building manager;~~  
~~—said computer system being further programmed to output said communication to said target recipient,~~

wherein said computer system enables interaction by said tenants with said individual ~~staff and building manager~~ through said system.

Claim 99. (Currently Amended) The system of claim 98 wherein said computer system includes a database ~~for record keeping or task tracking.~~

Claim 100. (Currently Amended) The system of claim 99 wherein said database includes a library of documents relating to ~~the~~ said building which documents are accessible for viewing, storing, and editing by said tenants, a staff member, and a building manager, or any combination thereof.

Claim 101. (Cancelled) ~~The system of claim 99 98 wherein said communication comprises information or an instruction from one of said tenants to a member of said staff located at a front desk or front gate of said building.~~

Claim 102. (Currently Amended) The system of claim ~~99~~ 98 wherein ~~said communication comprises~~ said one or more processors are further programmed to receive a communication relating to information regarding a service request among said tenants, a staff member, and a building manager, or any combination thereof.

Claim 103. (Currently Amended) The system of claim ~~99~~ 98 wherein said ~~communication comprises~~ one or more processors are further programmed to receive a communication relating to package delivery and pickup information from a device associated with said individual ~~staff to said tenants or building manager.~~

Claim 104. (Currently Amended) The system of claim ~~99~~ 98 wherein said ~~communication comprises~~ one or more processors are further programmed to receive a communication relating to one or more survey questions from a ~~member of said staff member or said~~ a building manager to one or more of said tenants, or a response to said survey questions from said one or more of said tenants to a member of said staff member or to said building manager, or any combination thereof.

Claim 105. (Currently Amended) The system of claim ~~99~~ 98 wherein said ~~communication comprises~~ one or more processors are further programmed to receive information posted by one of said tenants for viewing by other tenants of ~~the~~ said building.

Claim 106. (Currently Amended) The system of claim 99 wherein said database includes addresses and contact information for said tenants, a staff member, ~~and a~~ building manager, or any combination thereof.

Claim 107. (Previously Presented) The system of claim 99 wherein said database includes information for task tracking.

Claim 108. (Previously Presented) The system of claim 99 wherein said database includes information about scheduled maintenance programs.

Claim 109. (New) A method comprising:  
receiving an instruction via a computing device associated with a tenant associated with a building, said instruction being associated with a task performed by an individual associated with a front desk of said building, a front gate of said building, or a combination thereof;

associating said instruction with said tenant using an identifier;

storing said instruction and said identifier on a central computer; and

enabling said individual to search said central computer to obtain said instruction using a computing device associated with said individual.

Claim 110. (New) The method of claim 109 wherein said instruction is associated with permissions to give access to a unit associated with said tenant, key-holding information, or any combination thereof.

Claim 111. (New) The method of claim 109 wherein said identifier comprises a unit number associated with said tenant.

Claim 112. (New) The method of claim 109 further comprising designating said instruction as being inactive upon expiration of a specified time period.

Claim 113. (New) The method of claim 109 wherein said instruction is associated with package delivery, laundry delivery, or any combination thereof.

Claim 114. (New) The method of claim 113 further comprising:  
storing information regarding pick-up, by said tenant, of said package, said laundry, or said any combination thereof; and  
associating said stored information with said instruction.

Claim 115. (New) The method of claim 109 further comprising:  
generating a notification associated with said instruction; and

transmitting said notification to said computing device associated with said tenant.

Claim 116. (New) The method of claim 109 further comprising transmitting data representing said first instruction, a portion of said first instruction, said identifier, or any combination thereof to a public display.

Claim 117. (New) The method of claim 116 wherein said public display comprises a display in an entranceway associated with said building, an elevator associated with said building, another public area associated with said building, or any combination thereof.

Claim 118. (New) The method of claim 109 further comprising displaying said first instruction, a portion of said first instruction, said identifier, or any combination thereof to a public display.

Claim 119. (New) The method of claim 109 further comprising receiving biometric data.

Claim 120. (New) The method of claim 119 further comprising comparing said received biometric data with biometric data stored on said central computer.

Claim 121. (New) The method of claim 109 wherein said building is a first building, the method further comprising providing aggregated data for said first building and a second building.

Claim 122. (New) The method of claim 109 wherein said tenant is a first tenant and said individual is a first individual, the method further comprising:

receiving a request for service via a computing device associated with a second tenant associated with said building;

storing said request for service on said central computer; and

enabling a second individual to search said central computer to obtain said request for service using a computing device.

Claim 123 (New) The method of claim 122 wherein said first individual is identical to said second individual.

Claim 124 (New) The method of claim 122 wherein said building is a first building, the method further comprising providing aggregated data for said first and second buildings, said data comprising said request for service and another request for service associated with said second building.

Claim 125 (New) The method of claim 122 wherein said request for service comprises a title, a category selected from a list, a request description, an urgency rating, an email address, a contact information, an instruction for an additional parties, or any combination thereof.

Claim 126 (New) The method of claim 122 further comprising enabling a user, using a computing device, to search said central computer to obtain a list of search results including said request for service.

Claim 127 (New) The method of claim 126 further comprising enabling said user to sort said list of search results by unit number, request category, date opened, priority, status, or any combination thereof.

Claim 128 (New) The method of claim 122 further comprising enabling a user associated with building management to modify said request for service.

Claim 129 (New) The method of claim 128 wherein modifying said request for service comprises changing a category of said request, assigning a priority to said request, opening said request, closing said request, placing said request on hold until a certain date, recording an amount of time spent on a task related to said request, entering



a dollar amount of costs which can be charged to said second tenant associated with said request, posting a comment to said request log, or any combination thereof.

Claim 130 (New) The method of claim 122 further comprising transmitting a notification in response to said request for service.

Claim 131 (New) The method of claim 130 wherein transmitting comprises transmitting an email message, a beeper message, a pager message, a fax transmission, or any combination thereof.

Claim 132 (New) The method of claim 109 further comprising permitting access to information stored on said central computer based on a type of user.

Claim 133 (New) The method of claim 132 wherein said type of user comprises an occupant, tenant, front desk personnel, other building personnel, maintenance department employee, building manager, owner, outside agency employee, or any combination thereof.

Claim 134 (New) The method of claim 132 wherein said type of user comprises a contractor, service provider, newspaper delivery company employee, police personnel, fire personnel, medical personnel, or any combination thereof.

Claim 135 (New) The method of claim 109 further comprising providing an electronic library including one or more electronic documents.

Claim 136 (New) The method of claim 135 wherein providing further comprises associating an electronic document in said electronic library with an expiration date.

Claim 137 (New) The method of claim 135 wherein providing further comprises associating permissions with an electronic document in said electronic library, said permissions defining which users can access, view, update, or any combination thereof, said electronic document.

Claim 138 (New) The method of claim 135 wherein providing further comprises associating permissions with an electronic document in said electronic library, said permissions defining a particular group of users who can access, view, update, or any combination thereof, said electronic document.

Claim 139 (New) The method of claim 138 wherein said particular group of users comprises board members.

Claim 140 (New) The method of claim 135 further comprising transmitting a notification in response to an electronic document.

Claim 141 (New) The method of claim 140 wherein transmitting comprises transmitting an email message, a beeper message, a pager message, a fax transmission, or any combination thereof.

Claim 142 (New) The method of claim 140 wherein transmitting comprises transmitting said notification in response to said electronic document being added to said electronic library.

Claim 143 (New) The method of claim 140 wherein transmitting comprises transmitting said notification in response to said electronic document being updated.

Claim 144 (New) The method of claim 135 further comprising enabling a user to search said electronic library using a keyword.

Claim 145. (New) The method of claim 135 wherein said building is a first building further comprising allowing access to said electronic library by users associated with said first building and users associated with a second building.

Claim 146. (New) The method of claim 109 wherein said tenant is a first tenant and said individual is a first individual, said method further comprising:

receiving a request for service via a computing device associated with a second tenant associated with said building;

storing said request for service on said central computer;

enabling a second individual to search said central computer to obtain said request for service using a computing device; and

providing an electronic library including one or more electronic documents.

Claim 147. (New) The method of claim 146 wherein said building is a first building further comprising providing aggregated data for said first and second buildings.

Claim 148 (New) The method of claim 146 wherein said request for service comprises a title, a category selected from a list, a request description, an urgency rating, an email address, a contact information, instructions for additional parties, or any combination thereof.

Claim 149 (New) The method of claim 146 further comprising transmitting a notification.

Claim 150 (New) The method of claim 149 wherein transmitting comprises transmitting an email message, a beeper message, a pager message, a fax transmission, or any combination thereof.

Claim 151 (New) The method of claim 146 wherein providing further comprises associating permissions with an electronic document in said electronic library, said permissions defining which users can access, view, update, or any combination thereof, said electronic document.

Claim 152 (New) The method of claim 146 further comprising transmitting a notification in response to an electronic document being added to said electronic library.

Claim 153 (New) The method of claim 146 further comprising permitting access to information stored on said central computer based on a type of user.

Claim 154. (New) The method of claim 148 wherein said instruction is associated with package delivery, laundry delivery, or any combination thereof.

Claim 155. (New) The method of claim 148 further comprising transmitting data representing said first instruction, a portion of said first instruction, said identifier, or any combination thereof to a public display.

Claim 156. (New) The method of claim 155 wherein said public display comprises a display in an entranceway associated with said building, an elevator associated with said building, another public area associated with said building, or any combination thereof.

Claim 157. (New) The method of claim 148 further comprising receiving biometric data.

Claim 158. (New) The method of claim 157 further comprising comparing said received biometric data with biometric data stored on said central computer.

Claim 159. (New) A computer program product, tangibly embodied in an information carrier, for enabling a collaborative exchange of information among tenants and an individual associated with management of a building, the computer program product including instructions being operable to cause data processing apparatus to:

receive an instruction via a computing device associated with a tenant associated with a building, said instruction being associated with a task performed by an individual associated with a front desk of said building, a front gate of said building, or a combination thereof;

associate said instruction with said tenant using an identifier;

store said instruction and said identifier on a central computer; and

enable said individual to search said central computer to obtain said instruction using a computing device associated with said individual.

Claim 160. (New) A collaborative real estate management system for exchanging information among tenants and an individual associated with management of a building, the system comprising:

a computer system in communication with data input and output devices accessible by said tenants and said individual, the computer system comprising:

a means for receiving an instruction from one or more of said devices associated with a first tenant associated with said building, said instruction being associated with a task performed by said individual, wherein said individual is associated with a front desk of said building, a front gate of said building, or a combination thereof;

a means for associating said instruction with said first tenant using an identifier;

a means for storing said instruction and said identifier on a central computer; and

a means for enabling said individual to search said central computer to obtain said instruction using one or more of said devices associated with said individual.